



Date: November 9, 2008

Alert Number: 0011- Revised 11/15/08

To: Providers Dispensing Drugs to Members Enrolled in BadgerCare Plus, Medicaid, SeniorCare, and WCDP

Re: Pharmacy Claims Denied for Prospective Drug Utilization Review

With the implementation of ForwardHealth interChange, the process for prospective Drug Utilization Review (DUR) changed. All prospective DUR alerted claims will receive National Council for Prescription Drug Programs (NCPDP) reject code 88. In addition, an informational explanation of benefits (EOB) code is present in NCPDP field 526-FQ (Additional Message Information), indicating the alert that has set or the correction required for the claim to process as it relates to prospective DUR. Contact your software provider to verify the placement of field 526-FQ.

In the previous system, each pharmacy claim received prospective DUR alerts on every claim response for a specific prescription. ForwardHealth interChange has been modified and will now issue prospective DUR alerts on every claim response for a specific prescription.

Providers may receive one or more of the following EOB codes on any claim response unless the specific prospective DUR alert(s) has been successfully addressed in the resubmitted claim:

- 7503 – The reason of service code on the subsequent submission does not match the conflict code for the prospective DUR that was originally set.
- 7504 – The professional service code submitted by provider on the response is missing/invalid.
- 7505 – The result of service code submitted by the provider on the response is missing/invalid.
- 7506 – One or more of the prospective DUR alerts is not overridable.
- 7507 – If an result of service code beginning with '2', indicating to cancel the alert.
- 7508 – If an result of service code of '1F' is submitted, but the provider did not change the quantity submitted on the original claim.

Please call Provider Services at (800) 947-9627 if you have any questions.

Informational